

Thu 11/08/2022 13:14

Hi both,

We've received the report for our Rainbow Badge accreditation. Our award is "Initial Stage" which our assessor says is not out of line with other Trusts. The main two areas we need to improve on was getting more patient feedback and evidence to support what we say we're doing in relation to our Services- we particularly struggled with getting anyone on board from the different specialities to submit the evidence- the surveys were completed but then nothing was submitted to back it up. We were firmly in a bronze award following review of the surveys but we lost points for lack of evidence.

For note- we've scored really well on our Workforce Assessment being awarded the only Silver so far in the current cohort of Trusts, which is a real testament to the hard work done by the LGBTQ+ network [REDACTED] is sharing the report with [REDACTED] and [REDACTED].

Our next steps are that [REDACTED] and I will meet up again early September to pull together an action plan to move forward with the improvements, and then we can go for reaccreditation at some point in 2023.

Many thanks

[REDACTED] (pronoun she/her)  
Head of Patient Experience

### Patient Experience

Second Floor, Trust HQ, Springfield Building,  
Royal Stoke University Hospital  
University Hospitals of North Midlands NHS Trust  
Newcastle Road, Stoke-on-Trent, Staffordshire, ST4 6QG  
Telephone number: [REDACTED] (County Hospital)  
Telephone number: [REDACTED] (Royal Stoke)  
Mobile Number: [REDACTED]



**From:** ----- [mailto:[REDACTED]]  
**Sent:** 10 August 2022 09:31  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** NHS Rainbow badge report - UHNM

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Dear [REDACTED],

I have attached your NHS Rainbow Badge Report, to give you time to digest and review the information ahead of the meeting tomorrow. Feel free to use the meeting to ask questions and steer it to your needs moving forward.

I look forward to seeing you there!

Kind regards,

[REDACTED]

[REDACTED]  
NHS Rainbow Badge Assessor

Pronouns: She/Her

.....  
**Mobile:** [REDACTED]

**Phone:** .....

**Postal Address:** LGBT Foundation, Fairbairn House (2nd Floor), 72 Sackville Street, Manchester, M1 3NJ

.....  
**Online:** [lgbt.foundation](https://lgbt.foundation)

[@lgbtfdn](https://twitter.com/lgbtfdn)

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